

ParagonTM Awards

Celebrating Success.
Inspiring Tomorrow.

Nomination Guide



ISG Invites You to Submit
Your Nominations for

Paragon Awards 2026

The Awards present the
following six categories

Excellence

Innovation

Transformation

AI Pacesetter

Sustainability

Partnership of the Year

What is the ISG Paragon Awards™?

The Paragon Awards celebrate excellence in the business services and technology sourcing industry.

These awards honor client-validated case studies that showcase transformative partnerships with real-world achievements, forward-thinking strategies, measurable impact and the innovative approaches.

Submissions are welcomed from enterprise buyers of IT and business services, as well as technology and service providers, including captives and Global Capability Centers.

Nomination Timeline for 2026

Regions	Nomination Deadline	Finalists Announcement	Winners Announcement
North America (Dallas)	24 June 2026	22 July 2026	24 September 2026
EMEA (London)	5 August 2026	16 September 2026	17 November 2026
LATAM (São Paulo)	31 July 2026	31 August 2026	22 October 2026

(*Please ensure **all client validations** are completed before the nomination deadline.)

How are nominations judged?

- All nominations will be reviewed by a panel of experts. They will not be shared outside the judging team until finalists are announced.
- Up to five finalists will be selected in each category based on the strength, innovation and impact of their submissions.

Where will the Award finalists be announced and what happens if I am nominated as a finalist?

- You will be notified in writing by ISG. Announcements will also be made on the Awards website as well as other press distribution sites. As a finalist, you will be invited to attend the **Paragon Awards Ceremony** at ISG Sourcing Industry Awards Gala Dinner (Fees apply).

Where will the Award winners be announced and what happens if I win?

- Winners will be revealed at the Paragon Awards Ceremony (part of Sourcing Industry Awards).
- All selected finalists will be recognized as Paragon Award winners. Each winner will receive a distinct award title at the ceremony, uniquely aligned to the specific achievements and strengths demonstrated in their case study.

Please submit your Awards nomination [online](#)

Entry Criteria and Process

Nomination Criteria

- Nominations must refer to a contract or service relationship that was active, in whole or in part, in 2025/early 2026.
- Nominations will be accepted from both buy-side and technology/service provider/sell-side companies, including captives and Global Capability Centers.
- The nomination must be validated by the client before the deadline; otherwise, it will not be considered for finalist selection.

Nomination Methodology and Judging Process

- The Paragon Awards is powered by [ISG Case Study Research Framework](#), which is unique in its focus on how enterprises partner with providers. The methodology to select the Awards finalists and winners include **the enterprise clients validating each case study/nomination**, revealing deep insights into factors common across the most successful digital programs.
- No feedback will be provided on the judging process and the decision of the judges is final.

Awards Promotion

- By applying, you agree that your company names and logos may be used by ISG in Paragon Awards communications, presentations, support material, websites and other relevant Awards collaterals.

For any questions, please email CaseStudyResearch@isg-one.com



Awards Descriptions

Excellence

This award recognizes outstanding delivery and excellence by a technology or service provider in the provision of services to a client or clients.

Entries should demonstrate the following points:

- Achievement of the relationship's commercial and performance objectives
- The introduction of new and/or innovative technologies or service approaches that make a positive and measurable impact on the client's business
- The approach or a part of the approach that went beyond the normal delivery parameters and why

Impact on:

- Business results of the client
- Operational efficiencies for all affected parties
- A positive and collaborative relationship between client and provider

Recognizing the importance of imagination in helping organizations to future-proof their businesses as well as the entrepreneurial spirit needed to help them make a change in how they serve their customers. Nominees can include individuals, organizations or a combined client and technology/provider team.

Innovation

Entries should demonstrate the following points:

- Championing of new technologies or approaches that make a significant change to an organization's operations
- Entrepreneurial approach to move the organization closer to its stated aims

Impact on:

- Business results of the client
- Operational efficiencies for all affected parties
- Successful implementation of innovations in technology or new ways of working

Transformation

This award recognizes the fundamental transformation of an organization or key business function. It rewards both client and technology/service provider.

Entries should demonstrate the following points:

- Clear understanding of the current operation and desired new business model
- Development and management of a clear change plan to drive the transformation

Impact on:

- Positioning of the client to respond to changing market dynamics and technological innovations
- Delivery of outcomes affecting revenue, sales, performance issues, customer satisfaction etc.
- Maintaining relevance, ongoing measuring of results and adaptability to the future needs

Awards Descriptions

AI Pacesetter

This award recognizes substantial business impact through the adoption of AI.

Entries should demonstrate the following points:

- **Innovation:** Demonstrated use of innovative AI to solve complex problems
- **Scalability:** Ability to scale AI solutions effectively across the organization or industry
- **Usability:** User-friendly AI applications that enhance productivity and user experience.
- **Ethical Considerations:** Adherence to ethical guidelines and responsible AI practices

Impact on

- Successful implementation of AI technology or approaches
- Tangible and quantifiable improvements in business outcomes, such as increased revenue, cost savings, or efficiency gains
- Positive user experiences from clients, stakeholders and teams

This award recognize exceptional implementations of digital sustainability initiatives that have delivered measurable environmental and/or social outcomes for clients, consumers, communities and/or employees.

Sustainability

Entries should demonstrate the following points:

- Clear, robust and measurable positive impact on one or more aspects of ESG, verified by the client stakeholders and any relevant industry standards.

Impact on:

- Environmental sustainability such as reductions in greenhouse gas emissions, waste and pollution, water and resource use, or improvements in biodiversity
- Diversity of thought and lived experience such as workforce representation, inclusivity, recruitment, and leadership.
- Improvements in human rights within the value chain
- Creation of culture and workforce behaviours that embrace and apply any environmental or social sustainability aspect.

Partnership of the Year (PoY)

High-performing partnerships drive collaboration, exceptional business outcomes, and economic growth through shared goals, transparent communication, mutual accountability, and adaptability.

Entries should demonstrate the following points:

- **Alignment of Goals:** A clearly defined and shared vision, with aligned strategic and operational objectives that drive mutual success.
- **Communication & Transparency:** Open, honest and consistent communication practices that foster trust and enable effective issue resolution.
- **Mutual Accountability:** Well-defined roles, responsibilities and governance structures that ensure shared ownership of outcomes.
- **Adaptability:** The ability to evolve the partnership model in response to changing business needs, market dynamics or customer expectations.

Impact on

- **Business Performance:** Tangible and measurable outcomes delivered through the partnership, such as revenue growth, cost optimization or service improvement.
- **Collaboration & Trust:** Strengthened working relationships that promote innovation, problem-solving and long-term value creation.
- **Customer & Stakeholder Experience:** Positive feedback and enhanced experiences for clients, internal teams and key stakeholder

Recommended Nomination Process

1

Align Internally

- Review the nomination guidance and category criteria.
- Circulate the opportunity internally to confirm the case study you plan to submit.
- Inform relevant project leads and client stakeholders early to ensure alignment and availability.

2

Prepare Your Submission

- Download the nomination questionnaire preview.
- Draft and refine your responses offline.
- Secure internal approvals from key stakeholders.
- Where possible, share draft responses with your client to gain early buy-in and alignment.
- Inform your client that they will be asked to complete a validation survey.

3

Submit Your Nomination

- Complete and submit the nomination via the online portal.
- Once submitted, your nominated client will automatically receive an email from ISG requesting completion of a short validation survey for the case study.

4

Ensure Client Validation

- Follow up with your client to ensure they complete the validation survey before the nomination deadline.
- Nominations **will not** be eligible for evaluation unless client validation is completed by the deadline.

Please plan and complete these key activities well in advance of the nomination deadline to ensure a smooth submission process.

Give your client sufficient time for validation, ideally one month ahead of the nomination deadline .

5 Reasons to Participate

1

Recognize and Celebrate Your Most Valued Assets



2

Gain Recognition for Your Brand



3

Benchmark Your Services



4

Increase Your Credibility



5

Promote Your Success



Nomination & Participation FAQ

- There is **no fee** to submit a case study or to be selected as a finalist.
- Case studies must be submitted via the [ISG Case Study Research platform](#).
- To qualify, providers' client must complete a quick online survey to **validate the submission** after the case study is submitted.
- ISG highly recommend nominators seek permission from the client early to publish their name in press release in the event they are selected as a finalist and/or a winner.
- If you are selected as a Finalist, you will be invited to attend the ISG Paragon Awards Ceremony.
- There will be a fee to attend the Awards ceremony. Your ISG representative will get in touch to guide you through the participation process.

***New to 2026:** All selected finalists will be recognized as Paragon Award winners. Each winner will receive a distinct award title at the ceremony, uniquely aligned to the specific achievements and strengths demonstrated in their case study.

Thank you, and we look forward to
hearing your amazing stories!

Please submit your Awards nomination [online](#)



ISG (Nasdaq: III) is a global AI-centered technology research and advisory firm. A trusted partner to more than 900 clients, including 75 of the world's top 100 enterprises, ISG is a long-time leader in technology and business services that is now at the forefront of leveraging AI to help organizations achieve operational excellence and faster growth. The firm, founded in 2006, is known for its proprietary market data, in-depth knowledge of provider ecosystems, and the expertise of its 1,600 professionals worldwide working together to help clients maximize the value of their technology investments. For more information, visit www.isg-one.com.

